

PATENT

Rce/2642 IM

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas
December 23, 2004

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (RCE)

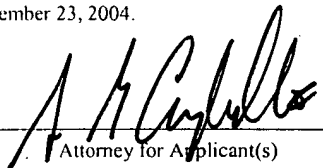
Dear Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the Preliminary Amendment, which is being submitted with this request.

The RCE fee required under 37 C.F.R. § 1.17(e) is authorized in an accompanying transmittal letter. Applicants respectfully request issuance of a Notice of Allowance in light of the Preliminary Amendment which accompanies this RCE.

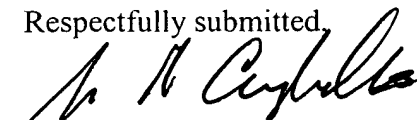
Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.


Attorney for Applicant(s)

12/23/04
Date of Signature

Respectfully submitted,


Samuel G. Campbell, III
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Docket No.: SBL0002US

December 23, 2004

MAIL STOP RCE
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770
Examiner: Quynh H. Nguyen
Docket No.: SBL0002US
Filed: March 31, 2001
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Request for Continued Examination (1 page);
- (4) Preliminary Amendment & Remarks (12 pages); and
- (5) Petition for Extension of Time (1 page).

☒ The fee has been calculated as shown below:

CLAIMS AS AMENDED

	Claims Remaining <u>After Amendment</u>		Highest No. Previously Paid For		Present Extra	Rate	Additional Fee
Total Claims	41	Minus	32	=	9	x \$ 50.00	\$ 450.00
Independent Claims	3	Minus	3	=	0	x \$200.00	\$ 0.00
<input checked="" type="checkbox"/> Fee for Request for Continued Examination							\$ 790.00
<input checked="" type="checkbox"/> Fee for Petition for Extension of Time (1 Month)							\$ 120.00

Total additional fee for this Amendment: \$ 1360.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 1360.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

Total: \$ 1360.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.

Samuel G. Campbell, III
Attorney for Applicants

12/23/04
Date of Signature

Respectfully submitted,

Samuel G. Campbell, III
Samuel G. Campbell, III
Attorney for Applicants
Reg. No. 42,381



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Applicants:	Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay		
Assignee:	Siebel Systems, Inc.		
Title:	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing		
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Examiner:	Quynh H. Nguyen	Group Art Unit:	2642
Docket No.:	SBL0002US	Client Ref. No.:	SIEB060/US

Austin, Texas
December 23, 2004

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COMMISSIONER FOR PATENTS
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PRELIMINARY AMENDMENTS AND REMARKS

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated July 30, 2004, having a shortened statutory period set to expire on November 24, 2004 (the mailing date of the Advisory Action). Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of December 24, 2004. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

Amendments to the Specification begin on page 2 of this paper. Applicants noticed that the title, inventors, and summary were incorrect in the Substitute Specification filed on August 1, 2001, and have corrected these mistakes in this paper.

Amendments to the Claims begin on page 5 of this paper.

No amendments to the Drawings are presented in this paper.

Remarks begin on page 11 of this paper.